TECHNOLOGY SERVICES COMMITTEE
State Voice Over Internet Protocol Telephony (VOIP Tel) Working Group
MEETING MINUTES
August 25, 2005

The second meeting of the Technology Services Committee's, State of California VOIP Tel Working Group was held on August 25, 2005 at 2525 Natomas, Sacramento California

ATTENDEES:
Gilbert Tafoya, Cal Trans; Cal Rogers, CDSS; Clark Kelso, State CIO; Claudina Nevis, OCIP; Chris Quinlan, DHS; Steve Livinghorse, SBC; Pauline Tsumura, DTS;Charles Schaff, Citadel; Bill Welty,ARB; Alan Friedman, DPR; Joanne Lord, DTS; Sandra Bierer, DTS; Nitta Wes, DTS; Davood Ghods, DCA; Lowell McPherson; DCA; Mary Hanson, CaLottery; Victor Stiles, FTB; Dan Whetstone, DOI; Roy Simpson, DOI; Derek Woo, Delegata; Christopher Flores, Delegata; Carol Loney, OSI; Dave Dawson, SCO; Sherland Jordan, CDSS

WELCOME AND INTRODUCTIONS
Calvin Rogers, Committee Chair
Participants were reminded that the IP Tel Working Group is an open meeting. Participation of all interested parties is invited for this and future meetings.

MINUTES AND CHARTERS
The Charter for the Technology Services Committee was approved by the IT Council and is now final. The Charter is available on the State CIO website. Draft Charter for the Working Group was addressed. Any suggestions for modification or change should be sent to Sherland Jordan. The Charter will become final should there be not changes or revisions prior to the next Working Group meeting.

WORKING GROUP OBJECTIVES
Clark Kelso, State Chief Information Officer, provided an overview of the purpose for establishment of the Working Group, and the desired outcomes for the review of the existing IP Telephony project for the California Department of Insurance (CDI). By reviewing the CDI project during its development and deployment, the State can leverage this project as a case study for development of an effective evaluation metrics for IP Telephony. The outcomes will serve as a model for the State and agencies to ensure best practices are utilized.

The Working Group identified the need to also look at additional models for IP Telephony that may be in different stages of development or fully implemented.

CALIFORNIA DEPARTMENT OF INSURANCE – Whose Pilot is it anyway?
Dan Whetstone, Chief Information Officer, Department of Insurance, described the CDI project as a State Pilot supported by the Working Group throughout the course of its deployment at CDI.

CDI IP Tel PROJECT – Delegata
Christopher Flores, PhD. Delegata, provided overview of business drivers for IP Tel. The Working Group participants requested the following issues be added to the evaluation metrics:
- Emergency response (E911)
- Remote Agents, including telecommuters
- User feedback and satisfaction
- Voice Mail (unified messaging system)
- Voice over wireless IP
- Videoconferencing
- WebEx (integrated collaboration tools
- Long distance service impact (include current and new price structure)

Electronic copies of the presentation will be made available to participants and will be included on the IP Tel Working Group Website.

Working Group members will receive a questionnaire designed to capture additional issues to be addressed as part of the pilot. Derek Woo, Delegata. It is not necessary for participants to include identifying information on the questionnaire response. This information will be captured as part of the baseline and reports/measurements will be given to the IP Tel Working Group during the project period.

CDI PROJECT STATUS
Roy Simpson, Chief Statewide Network Support Bureau, CDI provided an overview of the project key action dates and status reports to be provided to the Working Group at future meetings. The schedule and topics are included in the slide presentation and will be posted on the IP Tel Working Group website.

VOIP and PBX/CENTREX USERS
Sandra Bierer, Chief Office of Network Services, Department of Technology Services, provided the Working Group with background information regarding DTS experience with VOIP. A presentation of Voice Over IP Issues and Impacts was presented by Joanne Lord, DTS. Electronic copies of the presentation will be requested for posting on the IP Tel Working Group Website. The presentation included discussion of benefits, challenges, security risks, 911 caller locator issues; interoperability, readiness and quality issues.

WRAP-UP & NEXT STEPS

The questionnaire will be distributed. The Working Group participants expressed interest in presentations for VOIP projects that were completed or at a different stage. This will be coordinated for the next Working Group meeting.

Next Meeting: October 27, 2005
                          10:00 until Noon (EXTENDED TIME FOR THIS MEETING ONLY)
                          2525 Natomas Park Drive
                          Conference Room One
                          Sacramento California